



County of Los Angeles CHIEF EXECUTIVE OFFICE

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WILLIAM T FUJIOKA
Chief Executive Officer

April 15, 2008

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

**DEPARTMENT OF PUBLIC SOCIAL SERVICES: APPROVAL OF
LOS ANGELES COUNTY PLAN FOR REFUGEE SOCIAL SERVICES AND
TARGETED ASSISTANCE FOR FEDERAL FISCAL YEAR 2008
(ALL DISTRICTS) (3 VOTES)**

SUBJECT

The Department of Public Social Services (DPSS) requests Board approval of the County's Federal Fiscal Year (FFY) 2008 Refugee Social Services and Targeted Assistance (RSS/TA) Plan to comply with the California Department of Social Services' requirement that all Counties submit Board approved plans on an annual basis. The purpose of the RSS/TA plan is to demonstrate how the County plans to deliver employment services to the County's refugee population. The plan reflects the redesign of the County's Refugee Employment Program (REP).

IT IS RECOMMENDED THAT YOUR BOARD:

Approve the attached County Plan for Refugee Social Services (RSS) and Targeted Assistance (TA) for FFY 2008. The plan addresses how the County, under its administration of REP, utilizes the RSS and TA grants to finance services for refugees and asylees residing in Los Angeles County.

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The California Department of Social Services' (CDSS) Refugee Programs Bureau requires Los Angeles County to submit a RSS/TA Plan to demonstrate how the County plans to deliver services to the County's refugee population. The County's 2008 RSS/TA Plan covers FFY 2008 and documents the County's administration of REP.

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The State requires counties to submit a County Plan on an annual basis. The Plan for FFY 08 was developed by DPSS and reflects a redesign of the County's REP program. As a preliminary measure, the plan was submitted to the State for their review. On February 22, 2008, the State provisionally approved the County's plan. Upon receiving Board approval, the plan will be resubmitted to CDSS for final certification.

REP is the County's employment program which is designed to provide culturally and linguistically sensitive employment, training and specialized services for refugees. The goal of the REP Program is to assist refugees in attaining self-sufficiency. Services under this program are available to all refugees who are aided through CalWORKs, Refugee Cash Assistance (RCA), or General Relief (GR) Programs or those refugees not aided through any public assistance program.

Refugees are eligible for REP services for the first five years after entry into the United States. Asylees (individuals who travel to the United States, apply for and receive a grant of asylum) are eligible for REP services for the first five years after the date they attain asylee status from the Office of Refugee Resettlement (ORR).

DPSS administers the REP program through contracts with six (6) community-based refugee agencies which became effective April 1, 2008.

Implementation of Strategic Plan Goals

The recommendations are consistent with the principles of the Countywide Strategic Plan Goal #1: Service Excellence, Strategy #2: Design seamless service delivery systems, and Goal #5: Improve Children and Families Well-Being.

FISCAL IMPACT/FINANCING

The REP program is financed through federal RSS/TA grants allocated to the County by CDSS and the Federal Office of Refugee Resettlement.

CalWORKs Single Allocation funding is used for supportive services and compliance activities for CalWORKs mandatory refugee participants. There is no additional Net County Cost (NCC) after the required CalWORKs Maintenance of Effort (MOE) is met. The costs are included in the FY 07/08 adopted budget.

The County's total RSS and TA grant allocation for the FFY 2008 is \$3,093,388 for RSS, \$1,274,802 for TA and \$99,229 for TA Discretionary Grant for Older Refugees.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

As previously noted, this plan must be submitted to the CDSS Refugee Programs Bureau. Once submitted, the State will have the authority to approve or disapprove the plan. DPSS drafted the plan to fulfill the applicable legal requirements, meet programmatic goals and garner State approval. To that end, DPSS circulated an earlier draft of this plan to State officials, and in response DPSS received comments from the State which DPSS then used to further refine the plan. Since provisional approval of the plan has been received from the State, DPSS is submitting the plan to your Board for your approval. Once approved, it will be resubmitted to the State for final certification.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the plan will allow for the continued provision of employment services to the refugee population through the REP program.

CONCLUSION

Upon approval by the Board, the Executive Officer, Board of Supervisors, is requested to return four adopted, stamped Board letters to the Department of Public Social Services.

Respectfully submitted,



WILLIAM T FUJIOKA
Chief Executive Officer

WTF: SRH:MS
GP:JB:cvb

Attachment

c: County Counsel
Executive Officer, Board of Supervisors
Department of Public Social Services
Auditor-Controller

**Los Angeles County Plan for
Refugee Social Services (RSS) and
Targeted Assistance (TA)**

Federal Fiscal Year 2007-08

Submitted October 29, 2007

**Los Angeles County Plan for Refugee Social Services (RSS) and
Targeted Assistance (TA) for Federal Fiscal Year 07-08**

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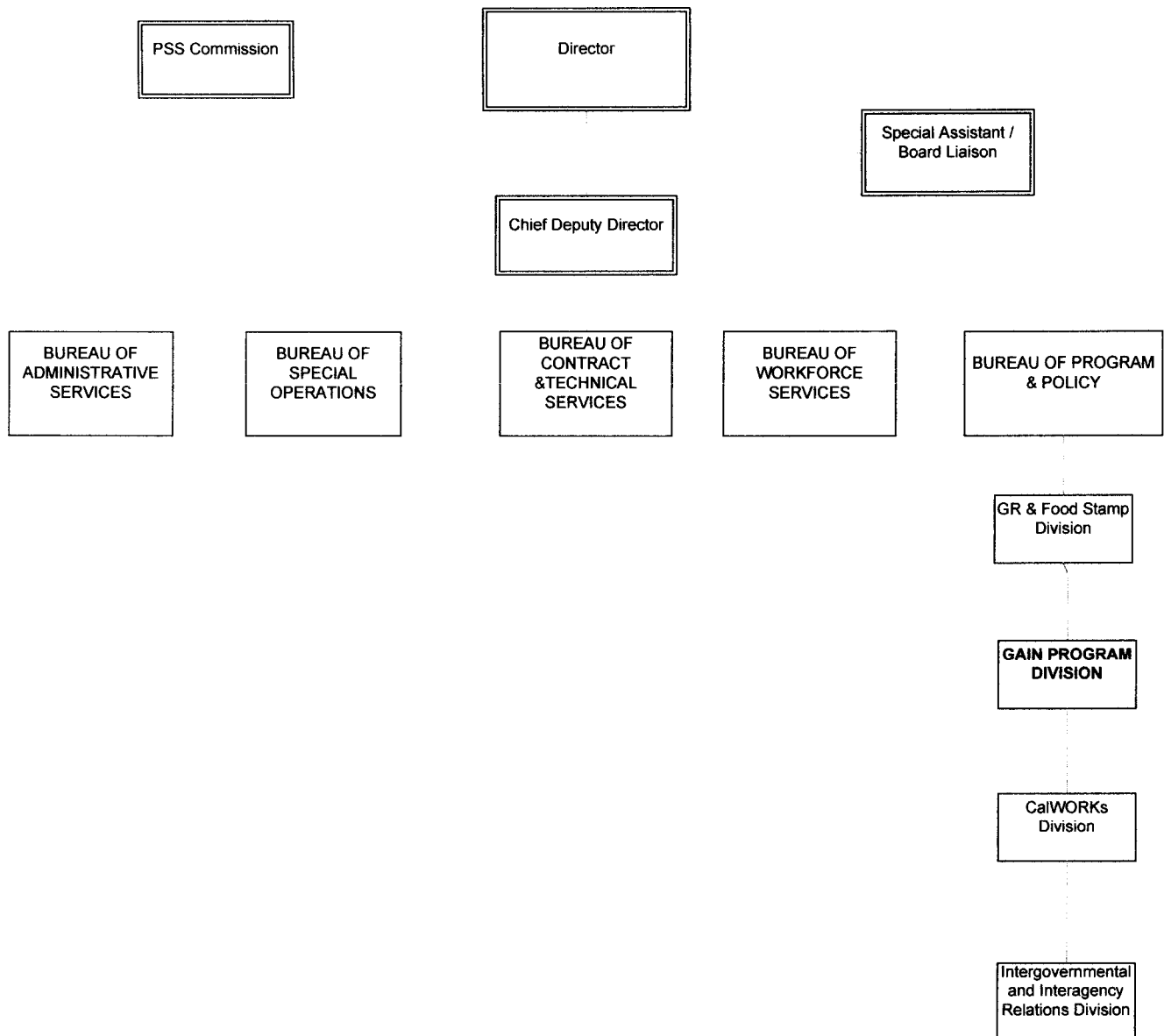
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SECTION I: County Program Administration

A. County Refugee Program Administration

The Los Angeles Department of Public administers the Refugee Employment Program (REP). Program and policy responsibility for the REP falls under the Bureau of Program and Policy, GAIN Program Division.

ORGANIZATION CHART



SECTION II: Description of Refugee Programs

A. FUNDING SOURCES

1. REFUGEE EMPLOYMENT SOCIAL SERVICES (RSS) FORMULA

The funding allocated by the DSS for RSS services to Los Angeles County for FFY 2007-08 is \$3,093,388.

2. TARGETED ASSISTANCE (TA) FORMULA

The funding allocated by DSS for Targeted Assistance (TA) services to Los Angeles County for FFY 2007-08 is \$1,274,802.

3. TARGETED ASSISTANCE DISCRETIONARY

Los Angeles County will not receive Targeted Assistance Discretionary funding for FFY 2007-08.

4. REFUGEE EMPLOYMENT SOCIAL SERVICES FORMULA (carryover)

The RSS carryover funds from FFY 06-07 totaling \$2,034,947 will be used this plan year.

5. TARGETED ASSISTANCE FORMULA (carryover)

TA carryover funds from FFY 06-07 totaling \$1,238,135 will be used this plan year.

6. OLDER REFUGEE DISCRETIONARY GRANT

The funding allocated by DSS for Older Refugee Discretionary Grant to Los Angeles County for FFY 2007-08 is \$99,229.

SECTION II: Description of Refugee Programs (cont)

B. GENERAL PROGRAM DESCRIPTION

1. REFUGEE EMPLOYMENT SOCIAL SERVICES FORMULA GRANT

The REP is a program designed to provide culturally and linguistically sensitive employment and specialized services for refugees (for the purposes of this document the term “refugees” encompasses asylees, Cuban and Haitian entrants, victims of several forms of trafficking and victims of torture) to assist them through the initial adjustment period following arrival into the United States with the goal to attain self-sufficiency. Services under this program are available to refugees who are aided through the CalWORKs, Refugee Cash Assistance (RCA), and General Relief (GR) Program or not aided through a public assistance program.

The goal of REP is to address the needs of CalWORKs and non-CalWORKs eligible refugees in a holistic manner. Services under REP are designed to identify, determine and deliver assistance to individuals and families to ensure their needs are assessed and met in relation to obtaining and retaining employment while becoming accustomed to their new country. REP services include social adjustment, employment, educational and other specialized services, such as Domestic Violence, Mental Health and Substance Abuse.

2. TARGETED ASSISTANCE FORMULA GRANT

Under the REP administered by the Los Angeles County’s Department of Public Social Services (DPSS), the RSS and TA grants fund identical services. For program description funded with TA formula grant, please see description above (number 1).

3. TARGETED ASSISTANCE DISCRETIONARY GRANT

Los Angeles County will not receive a Targeted Assistance Discretionary Grant for FFY 07-08.

C. CalWORKs and RCA Compliance

Los Angeles County assures that the provision of activities and services to mandatory and voluntary CalWORKs Welfare to Work (WTW) participants and RCA recipients, funded by the Refugee Program Bureau with allocated Office of Refugee Resettlement (ORR) monies and allocated by CDSS, will be in accordance with CalWORKs WTW and RCA requirements (including those regarding program participation flow, good cause determination, sanctioning, and supportive services) specified in Manual of Policy and Procedures Sections 42-700 and 69-200, respectively, and other applicable CalWORKs and RCA policy guidance issued by CDSS.

D. County Planning Process

1. Planning Participants

The REP Program design was achieved through input from various public and community meetings. These meetings were attended by Refugees, non-profit Refugee service providers, Voluntary Resettlement Agencies (VOLAGs), Refugee business persons, and members of both the public and private sector that are involved with the Refugee community. The attendees included, the Armenian Relief Society, Armenian Evangelical Social Services Center, Jewish Vocational Service, Catholic Charities, International Institute of Los Angeles, Legal Aid Foundation and Los Angeles County Neighborhood Legal Services.

2. Demographics of Refugee Population

Los Angeles County serves a multi-lingual refugee population. Approximately 90 percent of the refugees in our REP program are receiving CalWORKs. REP participants have varying work histories, employment skills, childcare needs, transportation and ancillary needs and other specialized needs (e.g., domestic violence, substance abuse and mental health barriers).

A number of these individuals have some college education; the majority attended school for some length of time. However, a substantial number have had no schooling. The majority of the refugee participants have poor to no English language skills. Though there are over 25 ethnic groups from 65 or

more countries represented in Los Angeles County, the majority of arrivals between FFY 2002 through 2006 were from Iran (3,076) followed by the former USSR (677), Southeast Asia (386) and Africa (200).

3. Target Population Needs

It is clear that for refugees on cash public assistance for nearly five (5) years, achieving self-sufficiency has been difficult. Los Angeles County service providers and employers indicate that while there may be a variety of jobs available, the main factors inhibiting a refugee's attainment of employment may be the lack of training resources that serve diverse languages and cultures, lack of employable skills, limited English, and fear of leaving the security of public assistance.

Although CalWORKs regulations allow the household to keep a larger share of its earnings, service providers still need creative approaches in supporting and encouraging refugees to participate in job training and ultimately accept employment. Evaluating and planning for self-sufficiency for the entire family will help meet the needs of the entire family. The REP program's employment components and targeted refugee services are designed to help family members accept employment and achieve self-sufficiency.

In assisting this population of REP CalWORKs, RCA, GR, and non-aided participants to reach economic self-sufficiency and freedom from welfare and/or public assistance dependency, Los Angeles County is mindful of the needs of the refugees and the barriers that they must overcome. Examples of these barriers or needs include the following:

- Lack of English language skills
- Lack of native language literacy
- Lack of other basic education skills
- Low education level
- Lack of job skills
- Lack of childcare
- Domestic violence, mental health, substance abuse

- Lack of stable, affordable housing
- Lack of a support system
- Longer adjustment periods

4. Labor Market Information

The REP program will target preparing participants for jobs in occupations that show the fastest growth and most openings in Los Angeles County. Based on Los Angeles County Metropolitan area occupation statistics from the State Employment Development Department and State of California Department of Finance, the following are just some of the targeted entry level occupations for REP participants:

- Leisure & Hospitality Services
- Medical Assistants
- Home Health Aides
- Office Clerks
- Child Care Workers

We have selected our employability services to help refugee participants to take advantage of openings in the local labor market. The training programs, offered through selected educational providers, correlate with specific entry level positions in the occupations in the growing industry sectors listed above. A majority of the training programs have a vocational English as a second language component to connect the language training with specific occupations. In the work experience component participants are given hands on training with specific employers in the growing industry sectors.

SECTION III: DESCRIPTION OF SERVICE COMPONENTS

I. REFUGEE EMPLOYMENT SOCIAL SERVICES FORMULA (RSS)

A. Employment Services Components

1. REP Appraisal

Los Angeles County will require all REP participants to participate in the appraisal activity. At appraisal, the County shall provide a verbal and written explanation that includes the following:

- The general description and requirements to participate in welfare-to-work activities.
- A general description of the welfare-to-work program, available activity components, supportive services, and child care.
- A general description of the rights, duties, and responsibilities of the participants.
- All REP participants will be informed of available mental health, domestic violence and substance abuse services.
- During the appraisal, the individual will be requested to provide information about their employment history and skills, the need for supportive services, and any other relevant information the County requires in order to assign welfare-to-work activities appropriately.

2. REP Orientation

Los Angeles County will refer newly assigned REP participants to REP Orientation services prior to assignment into any other component. REP Orientation includes a series of motivational techniques as well as a quick overview of the REP program.

3. **Enhanced Job Club/Job Search**

Job Club is a four-week activity beginning with a week-long career planning & preparation seminar which includes evaluation of participant interest, skills, education and employment history and developing a career goal plan, followed by three weeks of active, supervised job search. Participation must meet the CalWORKs requirement of a minimum of 32 hours-per-week for one-parent cases and 35 hours-per-week for two parent cases. For RCA, the requirement is a minimum of 32 hours-per-week for one-parent cases and 32 hours-per-week for each person in a two person case.

4 **Post-Employment Services (PES)**

Post-Employment Services are a provision of supportive services for full-time employed participants. It is designed to promote the attainment of wages which enable self-sufficiency.

5 **Employment Retention Services**

Employment retention services, such as on-the-job visitation by a Case Manager, help ensure participants have the necessary skills (time management, conflict resolution etc...) to stay employed.

B. English Language Training

1. **VESL**

Vocational English-as-a-second-language (VESL) is an intensive instruction program designed for English limited or non-English speaking participants.

2. **Limited English Proficiency (LEP)**

The Limited English Proficient (LEP) Program training for REP CalWORKs participants is a vocational training program that focuses on the Limited English Proficiency of a participant.

C. On-the-Job Training/Skills Training

1. Vocational/Education Training

Vocational education and training includes, but is not limited to, occupational skills training at community colleges, regional occupational centers and regional occupational programs. Participants may receive a certificate upon completion. Vocational training for RCA participants will be available when the training is part of the employability plan.

The training will be part-time and the duration of the training will be less than one year. This program component involves vocational training, which will lead to gainful employment in occupations that show opportunities for growth.

Vocational education and training also include VESL, which is intensive instruction in English for limited or non-English speaking participants. Vocational training for RCA participants will be available when the training is part of the employability plan. The training will be less than one year.

2. WEX - Work Experience

Work experience (WEX) is a job component in which a participant receives a non-salaried position in a public/private for profit or non-profit organization. WEX provides on-the job training, behavior skills, acquisition of new skills and enhancement of existing skills. It also provides the participant with an employment reference when seeking employment.

3. Paid Work Experience

Paid Work Experience is a wage subsidy work experience assignment that combines part-time employment with employer-linked education/training programs.

4. OJT

OJT is an employment and training program that is partially subsidized and paid for by the employer. Participants enrolled in OJT receive job skills training from an employer. Upon completion of their training, it is expected participants will be retained by the employer.

C. Case Management

DPSS has elected to contract to non-profit refugee agencies to help determine the specific needs of REP participants and refer them to the appropriate services. Under case management, agencies will:

- track participants in refugee services,
- assure participants receive appropriate supportive services (transportation, child care, work related expenses),
- assist refugees in their job seeking activities,
- facilitate job placement and retention, and
- Provide information, referral, outreach and social adjustment services.

E. Other Employability Services

Post Employment Career Assessment

Post Employment Career Assessment is a plan that includes the path for moving a REP participant from a job, to a better job, and on to a career.

Evaluation of Records

Services will include the validation of another country's degree to acceptable American standards of education. Special attention will be given to refugees/participants with degrees from universities that are no longer in business as a result of a change in regime within a country.

Professional Development

A professional development program has been designed to meet the unique individual needs of the refugee population. Assistance with skill recertification and retraining to meet employer and licensing requirements will be provided.

Vocational Assessment

Participants who have not obtained full-time unsubsidized employment at the end of the job search period described above or participants who have opted to bypass Job Club because it was determined that the Job Club component would not benefit the participant, must be referred to County approved vocational assessment providers for vocational assessment. Participants in an approved, full-time Self-Initiated Program are an exception and shall not require an assessment. The County shall utilize the assessment in developing a REP Employment Plan.

Translation & Interpreter Services

Participants offered assistance with accessing various available resources and services within the community to help participants secure employment.

F. Non Employment Services

Clinical Assessment

Clinical Assessment is a mandatory welfare-to-work activity (Specialized Supportive Services) screening of Domestic Violence, Substance Abuse, and Mental Health Services as it relates to life situations disclosed by REP participants.

Family Appraisal

Family Appraisal is a holistic approach to assessing the impact of the family needs on the individual's quest for attaining employment and self-sufficiency in a new environment. The Family Appraisal Tool will be utilized to evaluate teen, parenting, health, housing, social and other

family issues that have a bearing on the individual's ability to focus on training and obtaining employment. The family appraisal will also act as a pre-screening for Welfare-to-Work Activities, specialized supportive services (substance abuse, mental health, and domestic violence).

Life skills/Acculturation Workshops

Life Skills/Acculturation workshops will be incorporated into the Refugee Family Services, Job Club/Job Search and any other curriculum that deems the workshops needed and appropriate. Life Skills workshops consists of survival skills workshops for refugee participants that address topics such as: landlord/tenant relations, basic legal education to assist with maneuvering through the system (e.g., labor law, acceptable work environment, gender law and equal rights of employment, acceptable professional work ethics, etc.). The Life Skills workshops will be facilitated twice a week.

Mentoring

Mentoring services are available to all participants. Participants can be paired with other successful and professional refugees within the community. Mentoring services will include partnering with refugee agencies in developing internship programs within the community and organizations with successful employees who are former refugees. No RSS/TA funding is specifically used for this service.

Social Adjustment Services

Emergency Services - Assessment and short-term counseling for individuals and families in crisis and referral to appropriate resources. (See Clinical Assessment)

Health-Related Services –

Assistance with scheduling and obtaining services based on physical/psychological and social needs. This includes special education and emphasis on availability of domestic violence, substance abuse, and mental health services.

Outreach Services

Outreach in ethnic communities to introduce various available resources and services to the refugee population and assist them accessing those services.

Citizenship and Naturalization Preparation Services

Referral-based program in which REP participants will have the opportunity to take citizenship preparation classes at a local community college, vocational/adult school or provider agency with the appropriate accreditations and credentials. These classes will prepare participants for the history examination administered by the U.S. Citizenship, Immigration and Naturalization Services.

II. TARGETED ASSISTANCE FORMULA GRANT

A. Employment Services Components

Please refer to Employment Services – RSS

B. English Language Training

Please refer to English Language Training – RSS

C. On-the-Job Training/Skills Training

Please refer to On-the-Job/Skills Training - RSS

D. Case Management

Please refer to Case Management – RSS

E. Other Employability Services

Please refer to Other Employability Services - RSS

F. Non Employment Services

Please refer to Non Employment Services - RSS

SECTION IV: BUDGETS

Los Angeles County Department of Public Social Services

REFUGEE PROGRAMS

FFY 2007-08 RSS BUDGET

FFY 2007-08 RSS FORMULA ALLOCATION

<u>ITEM</u>	<u>AMOUNT</u>
1. EMPLOYMENT SERVICES	\$ 877,520
2. CASE MANAGEMENT	\$ 613,207
3. OJT/SKILLS TRAINING	\$ 432,526
4. OTHER EMPLOYABILITY SERVICES	<u>\$ 211,238</u>
SUBTOTAL	\$2,134,491
5. COUNTY ADMINISTRATION (Up to 15% of Total)	<u>\$ 376,675</u>
TOTAL	\$2,511,166
 TOTAL FFY 2007-08 FINAL RSS ALLOCATION	 \$3,093,388
FUNDS FOR FFY 2007-08 BUDGET	- <u>\$2,511,166</u>
FUNDS TO BE CARRYOVER IN FFY 2008-09	\$ 582,222

Los Angeles County Department of Public Social Services

REFUGEE PROGRAMS

FFY 2007-08 TA BUDGET

FFY 2007-08 TA FORMULA ALLOCATION

<u>ITEM</u>	<u>AMOUNT</u>
1. EMPLOYMENT SERVICES	\$ 361,565
2. CASE MANAGEMENT	\$ 252,660
3. OJT/SKILLS TRAINING	\$ 178,214
4. OTHER EMPLOYABILITY SERVICES	<u>\$ 87,036</u>
SUBTOTAL	\$ 879,475
5. COUNTY ADMINISTRATION (Up to 15% of Total)	<u>\$ 155,202</u>
TOTAL	\$1,034,677
 TOTAL FFY 2007-08 FINAL TA ALLOCATION	 \$1,274,802
FUNDS FOR FFY 2007-08 BUDGET	- <u>\$1,034,677</u>
FUNDS TO BE CARRYOVER IN FFY 2008-09	\$ 240,125

Los Angeles County Department of Public Social Services

REFUGEE PROGRAMS

FFY 20007-08 RSS BUDGET

FFY 2006-07 RSS FORMULA CARRYOVER

<u>ITEM</u>	<u>AMOUNT</u>
1. EMPLOYMENT SERVICES	\$ 711,106
2. CASE MANAGEMENT	\$ 496,919
3. OJT/SKILLS TRAINING	\$ 350,502
4. OTHER EMPLOYABILITY SERVICES	<u>\$ 171,178</u>
SUBTOTAL	\$1,729,705
5. COUNTY ADMINISTRATION (Up to 15% of Total)	<u>\$ 305,242</u>
TOTAL	\$2,034,947
 FFY 2006-07 RSS FOR FFY 2007-08 BUDGET	 \$ 2,034,947

Los Angeles County Department of Public Social Services

REFUGEE PROGRAMS

FFY 20007-08 TA BUDGET

FFY 2006-07 TA FORMULA CARRYOVER

<u>ITEM</u>	<u>AMOUNT</u>
1. EMPLOYMENT SERVICES	\$ 432,663
2. CASE MANAGEMENT	\$ 302,343
3. OJT/SKILLS TRAINING	\$ 213,258
4. OTHER EMPLOYABILITY SERVICES	<u>\$ 104,151</u>
SUBTOTAL	\$1,052,415
5. COUNTY ADMINISTRATION (Up to 15% of Total)	<u>\$ 185,720</u>
TOTAL	\$1,238,135
 FFY 2006-07 TA FOR FFY 2007-08 BUDGET	 \$ 1,238,135

Los Angeles County Department of Public Social Services

REFUGEE PROGRAMS

FFY 2007-08 TA DISCRETIONARY ALLOCATION

<u>ITEM</u>	<u>AMOUNT</u>
1. OTHER EMPLOYABILITY SERVICES	\$ 84,345
2. COUNTY ADMINISTRATION (Up to 15% of Total)	<u>\$ 14,884</u>
TOTAL	\$ 99,229

SECTION V: Annual Services Plan

Date: September 25, 2007_____

ANNUAL SERVICE PLAN

Original (x) Revision (x)

Time Period Covered by Plan

From: July 1, 2007 To: June 30, 2008

County: Los Angeles_____

Description of Contracted or State-provided Services		Contracted Amount by Funding Source	Total Number	Program 0-12 Months	Participants 13-60 Months	Over 60 Months	Type of Agency and Percent of Funds
EMPLOYMENT	SS	\$810,795.51	321	239	64	18	F/100%
	TAP	\$334,072.49	230	181	49	0	F/100%
	OTHER	\$0					
ELT	SS	\$0					
	TAP	\$0					
	OTHER	\$0					
OJT/Skills Training	SS	\$399,637.26	1868	392	698	778	F/100%
	TAP	\$164,663	823	296	527	0	F/100%
	OTHER	\$0					
Case Management	SS	\$566,581.25	3669	1235	1191	1243	F/100%
	TAP	\$233,448.75	1829	931	898	0	F/100%
	OTHER	\$0					
Other (Employment)	SS	\$195,176					
	TAP	\$80,418					
	OTHER	\$0					
Subtotal		\$2,784,792.00	8740	3274	3427	2039	
Non-Employment	SS	\$0					
	TAP	\$0					
	OTHER	\$0					
County Admin (15% Admin Max)	SS	\$295,828					
	TAP	\$121,890					
	OTHER	\$0					
Grand Total	SS	\$2,268,018					
	TAP	934,492					
	OTHER	\$0					

*Type of Agency: A. State/County; B. Mutual Assistance Association; C. Voluntary Agency; D. Community College; E. Adult Basic Education; F. Other Non-Profit Organization; G. _____ The total percentage for each individual service (i.e., Employment, ELT, etc.) under Type of Agency and Percent of Funds must equal 100%.

SECTION VI: ANNUAL GOAL PLAN

ANNUAL OUTCOME GOAL PLAN FY 2007 / 2008

PERFORMANCE GOALS AND ACTUALS

State or County: Los Angeles County, CA

	FY 2007 Goal		FY 2007 Actual		FY 2008 Goal	
1. Caseload						
TANF Recipients	3,910		2,643		1,887	
RCA Recipients	650		1,373		782	
No Federal Cash Assistance	22		8		26	
Total	4,582		4,024		2,695	
2. Entered Employment						
Full Time	610	46%	574	56%	458	57%
Part Time	705	54%	444	44%	341	43%
Total	1,315	29%	1,018	25%	799	30%
2a. TANF Recipients Entering Employment						
Full Time	482	45%	249	45%	278	50%
Part Time	589	55%	306	55%	278	50%
Total	1,071	81%	555	55%	556	70%
2b. RCA Recipients Entering Employment						
Full Time	128	53%	322	70%	172	73%
Part Time	112	47%	138	30%	63	27%
Total	240	18%	460	45%	235	29%
2c. No Federal Cash Assistance Entering Employment						
Full Time	0	0%	3	100%	8	100%
Part Time	4	100%	0	0%	0	0%
Total	4	0%	3	0%	8	1%
3. Federal Cash Assistance Terminations						
TANF Recipients	280	74%	144	72%	140	70%
RCA Recipients	97	26%	56	28%	60	30%
Total	377	29%	200	20%	200	25%
4. Federal Cash Assistance Reductions						
TANF Recipients	156	53%	51	61%	73	70%
RCA Recipients	141	47%	32	39%	31	30%
Total	297	23%	83	8%	104	13%
5. Entered Full Time Employment Offering Health Benefits						
TANF Recipients	50	85%	37	62%	84	70%
RCA Recipients	9	15%	23	38%	35	29%
No Federal Cash Assistance	0	0%	0	0%	1	1%
Total	59	10%	60	10%	120	26%

Office of Refugee Resettlement
Annual Outcome Goal Plan

Performance Goals and Actuals - Page 1
Los Angeles County, CA: FY 2007 / 2008

ANNUAL OUTCOME GOAL PLAN
FY 2007 / 2008
PERFORMANCE GOALS AND ACTUALS

State or County: Los Angeles County, CA

	FY 2007 Goal	FY 2007 Actual	FY 2008 Goal
6. Average Hourly Wage of Refugees Entering Full Time Employment			
	<u>\$ 8.51</u>	<u>\$ 8.70</u>	<u>\$ 8.75</u>

7. 90-Day Retention Rate

Percentage	<u>94%</u>	<u>70%</u>	<u>75%</u>
7a. 90-Day Retention Rate Calculator			
	Unduplicated # of Retentions	Unduplicated # of Entered Employments	<i>The FY 2007 Retention Rate is calculated by dividing the total unduplicated number of retentions from FY07 Q1 - FY07 Q4 (639) by the total unduplicated number of entered employments from FY06 Q4 - FY07 Q3 (911).</i>
Quarter			
FY06 Q4	XXXX	191	
FY07 Q1	137	195	
FY07 Q2	146	246	
FY07 Q3	147	279	
FY07 Q4	209	XXXX	
Total	639	911	

8. Office of Refugee Resettlement Funding

	FY 2007 Actual	FY 2008 Proposed
Social Services Formula Funding	\$ 2,397,536	\$ 2,898,525
Targeted Assistance Formula Funding	\$ 2,115,828	\$ 1,704,954
Discretionary Grant Funding		
Total Liquidated Funding	\$ 4,513,364	\$ 4,603,479
Cost per Entered Employment	\$ 4,433.56	\$ 5,761.55

Agency Point of Contact

Please provide the name, title and contact information for the agency staff person best equipped to respond to questions regarding your Annual Outcome Goal Plan submission.

First and Last Name	Title
Burhman Smith	Human Services Administrator I
Telephone Number	Email
562-980-8379	BurhmanSmith@dpss.lacounty.gov

Deadline for submission

*The completed FY 2006/07 Annual Goal Plan: Performance Goals and Actuals and Performance Narrative should be submitted to Tim Forbes, GPRA Program Management Analyst, via email at timothy.forbes@acf.hhs.gov by **November 15, 2006**.*

For Office of Refugee Resettlement use only:

Date submitted: _____

Submission type: ☐ Initial ☐ Revision

Status: ☐ Approved ☐ In process - clarification needed

SECTION VII: APPENDICES

A. County Procurement Process

DPSS recently released a Request for Proposals (RFP) for Refugee Employment Services. The RFP detailed the redesign of the REP program components/activities, funding, and contract responsibilities. The goal of the RFP is to address the needs of CalWORKs and non-CalWORKs eligible refugees in a holistic manner. The services to be provided under this RFP include case management, acculturation, employment, and other non-traditional specialized services. Newspapers with circulation in the Los Angeles County area were used to advertise the RFP notice, as well as DPSS' Bidders List and the Internet. A bidders' conference was held to answer potential proposers' questions about the RFP.

All proposals will be reviewed and evaluated. Top proposers scoring the highest points in the evaluation process will be qualified to present oral presentations. All proposers will be notified as to their selection. After final selection is completed, contracts recommendations will go before the Los Angeles County Board of Supervisors for final awarding of the contracts.

The standardized selection criteria will include, but will not be limited to, the following:

- Compliance with minimum mandatory requirements
- Proposer's qualifications
- Proposer's methodology
- Quality Control
- Acceptance/Exceptions to sample contract terms
- Cost

B. COUNTY MONITORING PROCESS

1. Program Monitoring

REP program monitoring is conducted by DPSS' Contract Management Division (CMD). Contract Program Monitors (CPMs) conduct quarterly comprehensive monitoring reviews of all contracted agencies. Results of the reviews will be reported to CDSS within 45 days from the completion of the review. These reviews are done on site. CPMs, through the use of oral interviews and comprehensive check lists, the review of participants' files and participant data, verify 90 day follow-up on job placement and accuracy of data reported by the contracted agencies. The CPMs will evaluate the agency's performance in meeting their contractual obligations and program goals. The CPMs will insure that deficiencies are corrected based on provider-specific corrective action plan.

Through the monitoring process, CPMs have the ability to identify potential problems and fraud, supervise corrective action plans, and otherwise ensure the quality of services to clients. CPMs review the accuracy of invoices and the County Contract Administrator (CCA) approves payments and provides technical assistance.

Through program monitoring, DPSS assures that:

- Funds are expended appropriately,
- Family Self-Sufficiency Plans are developed for all participants,
- Targeted refugee groups are being served,
- Refugee status is verified,
- 90-day follow-up on job placement is completed, and
- Program goals are met.

C. Discretionary Grant for Older Refugees

1. Naturalization and Citizenship Program

The Naturalization and Citizenship Services will be a referral-based program in which older refugees (60 and over) who have lost or are at risk of losing eligibility for Supplemental Security Income and other federal benefits, due to their immigration status, will be referred to needed services to assist them in becoming U.S. citizens.

Through the life of the program, Los Angeles County plans to provide services to approximately 10,000 refugee participants who are receiving SSI benefits and have not become U.S. citizens.

A countywide outreach program will be initiated to identify older refugees within the community and inform them of the availability of senior services.

Older refugees that are identified will be connected to local community Area Agencies on Aging to assure that they receive culturally and linguistically appropriate aging services.

Los Angeles County will track the following on a monthly basis:

- Number of participants identified through outreach;
- Number of refugee seniors referred to naturalization and citizenship services;
- Number of refugee seniors completing naturalization and citizenship services; and
- Number of refugee seniors attaining U.S. citizenship.

SECTION VIII: REQUIRED ASSURANCES

1. Required Assurances for Los Angeles County Plan for RSS and TA

DPSS assures that the Los Angeles County Plan for RSS and TA for Federal Fiscal Year 2007-08 were developed in accordance with the California Department of Social Services, Refugee Program County guidelines.

**SECTION XI: COUNTY BOARD OF SUPERVISOR
RESOLUTION**

The County Board of Supervisor resolution is pending Board review and will be submitted at a later date.